

**M25 Quality Working Group  
Service Level Definition Template: Example**

<b>SERVICE AREA: ENQUIRIES</b>		<b>SERVICE MANAGER: ENQUIRY DESK TEAM LEADER</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
<p>Enquiry Desk will be staffed by professionally qualified library staff throughout staffed opening hours.</p> <p>Staff will deal with all general level enquiries but may need to refer subject specialist enquiries to Faculty Librarians and IT enquiries to the ICT help desk</p> <p>Enquiries may also be made directly to Faculty Librarians and the ICT help desk by email</p>		<p>To attend induction and library skills training.</p> <p>To use the website for contact details, FAQs and other information</p>	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
<p>Logging of enquiries made and time taken to answer</p> <p>Log of exceptions to enquiry desk staffing</p>	<p>General level enquiries will be answered immediately</p> <p>Subject specialist enquiries will be answered within 3 days of receipt</p>	<p>Customer Service Group</p> <p>Library website</p> <p>Annual report</p>	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
<p>Service Level Definition 14.1</p> <p>User charter doc June 2005</p>		<p>July 2005</p>	